

Overview of Monthly Activity

The Bureau received 114 (48 were received electronically) complaints during the month of February 2015.

98 (38 electronic) complaints were closed

0 required more information to proceed with an investigation

3 were closed due to lack of Bureau jurisdiction

32 were dismissed for no violation

22 were referred back to the DOC

46 complaints were investigated

3 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

3 (2 electronic) complaints were substantiated (see below)

40 were unsubstantiated due to no violation of policy and/or procedure existing

18 complaints remain open (1 from December; and 17 from February)

The Bureau also corresponded with another 143 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Correctional Industrial Facility

Complaint Type	Medical
Complaint Summary	The offender's family member complained that his father had submitted HCRFs, but had not been seen and his medication had run out.
Basis for Claim	Healthcare Services Directive ("HCSD") 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, DOC Health Services Director.

Outcome The offender was seen and treated and his medication was restarted.

Follow-up No follow-up necessary as the offender has received the care and his medication.

2. Correctional Industrial Facility

Complaint Type Medical

Complaint Summary The offender complained that he was told that he would see a doctor, but did not see one. He submitted a HCRF to be seen and was and was then told again that he would see a doctor, but was never scheduled. He submitted another HCRF and was seen again and again was told that he would be seen by the provider, but still has not been seen.

Basis for Claim Healthcare Services Directive 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome Healthcare reviewed the matter and determined that he should have been, thus scheduled him with the provider.

Follow-up No follow-up necessary, the offender had been seen by the provider and received the care that he needed.

4. Putnamville Correctional Facility

Complaint Type Classification

Complaint Summary The offender complains that a warrant is wrongly entered in the system that is affecting his outdate and eligibility for programming.

Basis for Claim Adult Offender Classification 01-04-101

Investigative Summary The Bureau contacted Randy Short, Director of Classification.

Outcome The warrant was removed.

Follow-up Follow-up in 30 days to ensure the offender's classification was further reviewed.

Assists

1. Heritage Trail Correctional Facility

Complaint Type Classification – time cut

Complaint Summary The offender complained that his outdate was incorrect due to a time cut being applied wrongly.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Randy Short, Director of Classification.

Outcome His outdate was updated to reflect the appropriate number of days.

Follow-up No follow-up is necessary his outdate was updated.

2. Plainfield Correctional Facility

Complaint Type Classification

Complaint Summary The offender complained that his credit class was not appropriately updated.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Ty Robbins, Classification Supervisor.

Outcome The offender's credit class was updated.

Follow-up No follow-up necessary as his time class has already been updated.

3. Plainfield Correctional Facility

Complaint Type Clothing

Complaint Summary The offender complained that he did not have all his laundry returned, thus he is missing clothes.

Basis for Claim	02-01-101 Offender Grooming, Clothing, and Hygiene
Investigative Summary	The Bureau contacted Keith Hartzell, Assistant Superintendent.
Outcome	The offender was given the proper amount of clothing.
Follow-up	No follow-up necessary as the offender has his clothing.

Follow-up from Previous Months

New Castle Correctional Facility - Medical

Synopsis: The offender complained that he was in need of further treatment for a rash.

30 – Day Review: The offender has been given further treatment.